NetVision™ Phone

Mitel Networks™ 3300 Integrated Communications Platform

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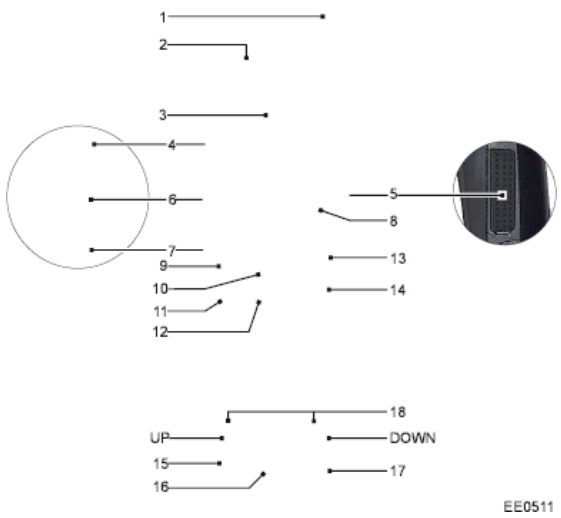
IMPORTANT INFORMATION ABOUT WIRELESS PHONES

Wireless telephones use radio frequencies, which are susceptible to interference from electrical devices such as motors, computers, VHF radios, and fluorescent lights. Such interference can limit the operating range of the telephone and cause noisy or interrupted reception. Walls, building wiring, and metal structures such as filing cabinets can also affect the performance of the telephone.

ABOUT YOUR NETVISION® PHONE



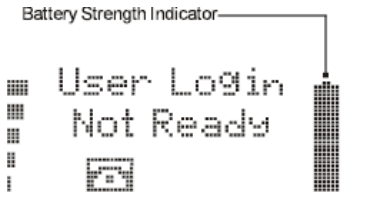
1. **Antenna** - High-gain antenna. The antenna does not extend.
2. **LED** - Indicates an incoming call and message waiting.
3. **Earpiece**
4. **Mini-headset jack** - Allows you to plug a headset into phone for handsfree use.
5. **Serial port** - For system administration use.
6. **Volume adjust buttons** - Adjusts the current call volume and scroll phone menus and lists.
7. **SEL button** - Selects a name from the name list.
8. **LCD Screen** - Shows the phone status and menu options.
9. **MENU key** - Displays the phone user menu.
10. **FCT key** - Accesses specially programmed features.
11. **RCL key** - Recalls the last number dialed, and to access the speed-call directory.
12. **NAME key** - Displays the names directory.
13. **SND key** - Calls the number dialed, accepts a call, powers on the phone, and selects items in phone menus.
14. **END key** - Ends a call, refuses a call, powers off the phone, and returns to a previous menu.
15. **CLR key** - Removes the last digit entered from the keypad.
16. **STO key** - Stores a number in the speed-call directory.
17. **HOLD key** - Puts a call on hold and switch to the other line.
18. ***< and # > keys** - Scrolls through phone menus.

BATTERY CHARGING

Charge/Discharge

Fully charge the battery for the NetVision Data Phone before first using the phone. A fully charged battery provides approximately 90 minutes of talk time and 40 hours standby operation per charge.

As the battery discharges, the battery strength indicator on the display shows more white space.



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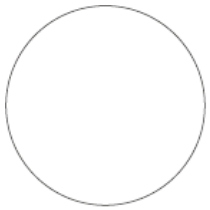
Battery attaching/detaching

- Attach the battery to the phone by aligning the feet on the battery with the notches on the phone. Push the top of the battery into the phone until the latch clicks.
- Detach the battery by depressing the catch and pulling the top of the battery from the phone.



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Placing the battery in the charger

Recharge the battery in the supplied charger, either attached to or removed from the phone.

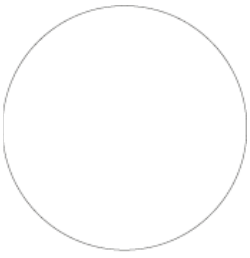
NOTE: When charging the battery attached to the phone, turn off the phone before inserting it into the charger.

Place the battery into the rear charger slot or place the battery and phone combination into the front charger slot. The indicators for each slot on the charger indicate the following status:

GREEN - battery is fully charged and ready for use.

RED - battery is charging; wait until the status indicator changes to GREEN before using battery.

AMBER - charger is charging the other battery. The charger charges the first device inserted; charging of the other device begins when the first finishes.



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WARNINGS!

- To prevent injury or burns, do not short-circuit the battery terminals with metal objects.
- Use only approved batteries and charging accessories with the NetVision Phone.
- Do not charge the battery in a charger other than a Symbol NetVision Phone charger.

OPTIONAL ACCESSORIES

For the following optional accessories and replacement parts, contact your system administrator.

- Dual battery charger
- Leather holster
- Deluxe leather cases

BASIC OPERATION

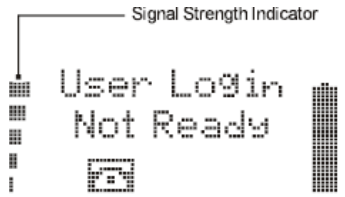
Turning the phone on and off

Press and release **SND** to turn on the NetVision Data Phone and connect to the network. A phone set up for personal operation is ready to use immediately after it is turned on. To use a shared phone, you must log on to it first; see below for more information.

To turn off the phone, press and hold **END** for two seconds or until the display is blank.

Connecting to the network

The quality of communication depends on network radio reception. Large metal structures such as filing cabinets and other devices that radiate radio signals can affect reception. The vertical bar on the left side of the display shows you the strength of the radio signal at your present location. The higher the bar, the stronger the signal and the better the quality of your calls from that location.



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The NetVision Data Phone can also cause radio interference to other devices. Use the phone only in areas designated by the system administrator.

If the phone cannot connect to the network, the phone displays 'No Network'. You cannot make or receive calls when disconnected from the network.

NOTE: When your NetVision Data Phone is disconnected from the network or out of range, the system will automatically forward all your calls to a system-programmed destination -- typically voice mail.

Shared vs. Personal Phones

Your NetVision Data Phone is configured to operate either as a *shared or persona* phone.

As a *shared* phone, the system administrator assigns each user a profile consisting of an extension number, an optional username and a Personal Identification Number (PIN). Any user with a valid profile can use any NetVision Data Phone configured for shared use.

As a *personal* phone, the system administrator configures the NetVision Data Phone for your use only - a profile is not required to use the phone.

NOTE: The *Symbol Admin* user profile is reserved for system support personnel.

Out of Range

When the phone is outside the network coverage area, it displays "No Network" and,

- when the phone is idle, sounds the out-of-range tone (one long beep and two short beeps).
- when the phone is active, sounds the call-waiting tone (two short beeps). You have several seconds (typically 10) to move within range of the network before the phone hangs up the call.

NOTE: The phone automatically shuts off after a period of time out of range (typically two minutes).

Logging on to a shared phone

You must log on to a shared NetVision Data Phone before you can begin using it. Obtain an extension number or a username and password (PIN) from the system administrator.

To log on to a shared phone:

1. Press **SND** to turn on the phone.
2. Press **FCT**.
3. Do one of the following:
   - To log on using your name, use the scroll keys (*< , >#) or **Vol** buttons to select **Logon Name**, and then select your name.
   - To log on using your extension number, use the scroll keys (*< , >#) or **Vol** buttons to select **Logon Ext#**, and then enter your extension number.
4. Press **SND**.
5. Enter your PIN.
6. Press **SND**.

To log off a shared phone:

1. Press **FCT**.
2. Use the scroll keys (*< , >#) or **Vol** buttons to select **Logout**.
3. Press **SND**.

You can also log off by turning off the phone.

MAKING AND ANSWERING CALLS

Answering a Call

You can program your NetVision Data Phone to answer calls in one of three ways:

- *Auto-Answering* automatically answers the call after one ring.
- *One-Key Answering* requires you to press **SND** to answer a call.
- *Any-Key Answering* allows you to use any key but **END** or **HOLD** to answer a call.

To select an answering mode:

1. Press **MENU**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select *Phone Answer*.
3. Select the desired mode.
   To cancel your selection, press **END**.

Identifying a Caller

While in a call, the phone can display either the caller's number or name (if available) but not both at once.

To alternate between the caller's number and name:

- Press **NAME**.

Refusing a Call

To refuse an incoming call:

- Press **END**.

NOTE: Holding down the **END** key for two seconds turns off the phone.

Making a Call

Extension and Outside Number Dialing

1. Dial the extension number
   -OR-
   for an external call, dial the code required to access an outside line (usually 9) and then the number.
2. Press **SND**.

Dialing by Name

This feature (if available) enables you to call other extension users by selecting their names from a menu. The system administrator stores the names.

1. Press the **Vol** buttons or **NAME** to activate the name list.Dial the extension number
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select the desired name.
3. Press **SND** to place the call.

TIP: You can use the dial pad keys to jump to specific names when the list is long: Press the key that corresponds to the first letter in the user name - for example to jump to names beginning with "S", press 7. If a letter has no entries, the phone displays {No entries for ...}.

Intercom Calling

This feature allows you to speak to a group of other NetVision phone users at the same time. Each user can belong to as many as 10 intercom groups. The system administrator manages access to the groups. You can only speak to one intercom group at a time.

The phone automatically answers an intercom call if a call is not already in progress. If a call is progress, a three-beep alert indicates that a call is waiting. The phone enters the intercom call when you end or place the current call on hold.

Any user can leave an intercom call at any time. Only the initiating phone can end an intercom call.

To place an intercom call:

1. Press #.
2. Enter the intercom group number (0-9).
3. Press **SND**.
4. Speak to the other users in the intercom group.

Adjusting the Volume During a Call

To adjust the earpiece volume for the current call only:

- Press the **Vol** buttons on the side of the phone.

For information on adjusting the base volume for all calls, see *Earpiece Volume* elsewhere in this guide.

Ending a Call

To end a call:

- Press **END**.

NOTE: Holding down the **END** key for two seconds turns off the phone.

Redial

To redial any of the last eight numbers dialed:

- Press **RCL**, and then **SND** to dial the last call made or received.
  -OR-
  Press **RCL** repeatedly until the number or name of the party you want to call appears in the display, and then press **SND**.

Speed Call - Personal

To add or replace a number in your personal Speed Call list:

1. Dial the number.
2. Press **STO**.
3. Dial a two-digit speed-call location, 00 through 99. The phone stores the number in that location.

To clear the speed-call list:

1. Press **MENU**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **Clear SD**.
3. Press **SND**.

Caution! This action removes all entries from your Speed Call list.

To dial a stored personal Speed Call number:

1. Press **RCL**.
2. Dial the speed dial location number (00-99)
   -OR-
   Use the *<, #> keys or the **Vol** buttons to select the number.
3. Press **SND** to dial the number.

Speed Call - System

System Speed calling lets you call numbers that the system administrator stored for access by all users on the network.

To make a System Speed call:

1. Dial the speed dial number. (Ask your system administrator for these.)
2. Press **SND**.

CALL HANDLING

Two-line Calling

To place another call without disconnecting the first call:

1. Press **HOLD**.
   The current call is placed on consultation hold.
2. Place the call as usual.

To alternate between the two calls (Call Swap):

1. Press **FCT**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **Swap**.
3. Press **SND**.

Transfer

To transfer an active call:

1. Press **HOLD**.
2. Dial the number of the third party.
3. Press **SND**.
4. Do one of the following:
   - To complete the transfer, press **END**.
   - To announce the transfer, wait for an answer, consult, and then press **END**.
   - To return to the first call, press **FCT**, select **Back to Held**, and then press **SND**.

TIP: You can transfer to someone in the Dial by Name list, by pressing **NAME**, selecting the person's name, and then pressing **SND**.

Conference

To form a Conference when a two-party call is already in progress, or to add another party to an existing Conference:

1. Press **FCT**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **Transfer**.
3. Press **SND**.
4. Dial the number of the next party.
5. Press **SND**.
6. After the called party answers, press **FCT**.
   To return to the previous call if the called party is busy or does not answer, press **FCT**, select **BacktoHeld**, and then press **SND**.
7. Use the scroll keys (*<, >#) or the **Vol** buttons to select **Conference**.
8. Press **SND**. The conference is established.

To expand a conference to five parties (including yourself):

- Repeat the above procedure for each additional party.

To exit a Conference:

- Press **END**.

Call Re-routing / Message Waiting

If you cannot take a call, or if your NetVision Data Phone is turned off or out of range, the system will automatically forward your calls to a preprogrammed destination--typically voice mail.

A flashing Message Waiting light and an "M" on the display indicate that you have messages waiting.

To retrieve your messages:

1. Press **FCT**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **RetrieveMsg**.
3. Press **SND**.
4. Proceed as instructed by your voice mail system.

USING ADVANCED FEATURES

Call Pickup

To answer a call that is ringing at another phone in your Pickup Group:

1. Press **FCT**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **Group Pickup**.
3. Press the **SND**.
   The call is re-routed to your phone.

To answer a call that is ringing at another extension that is not in your Pickup Group:

1. Press **FCT**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **Call Pickup**.
3. Press **SND**.
4. Dial the number of the ringing extension.
5. Press **SND**.
   The call is re-routed to your phone.

Call Park Retrieve

Call Park lets you retrieve a call that the system attendant has put on Hold. Usually, the attendant pages you to announce the call and the digits you need to dial to retrieve it.

To retrieve a parked call:

1. Press **FCT**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **UnparkCall**.
3. Press **SND**.
4. Dial the digits announced by the attendant.
5. Press **SND**.

Camp-on

Call Park lets you retrieve a call that the system attendant has put on Hold. Usually, the attendant pages you to announce the call and the digits you need to dial to retrieve it.

To have the system alert you when a busy extension is free to take your call:

- While listening to busy tone, wait for the Camp-on timer to expire (typically 10 seconds).

When the extension becomes free your phone rings; answering automatically connects you to the extension.

To respond to a camp-on (indicated by a tone) without ending the call in progress:

1. Press **FCT**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **Swap**.
3. Press **SND**, and then speak to the calling party.

To alternate between the two calls (Call Swap):

- Repeat the above steps.

Do Not Disturb

Activating Do Not Disturb (DND) prevents calls from ringing your phone. Callers hear special busy tone when DND is activated or are re-routed to voice mail (if available).

To activate or deactivate DND:

1. Press **FCT**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **DoNotDisturb**.
3. Press **SND** to display the current DND status.
4. Press **SND** to change the status.

Microphone Mute

To disable the microphone during a call:

- Press **SND**.

To enable the microphone:

- Press **SND**.

Message Paging

This feature allows the NetVision Data Phone to receive pager-style messages. Depending on the configuration, the system administrator can arrange for other network users to send messages to the NetVision Data Phone. The Data Phone alerts you to new messages with a special tone.

To view messages:

1. Press **FCT**.
2. Press **RCL**.
3. Press **SND** to view the last new message received.
4. Press **SND** repeatedly to scroll through messages or type in the number corresponding to a specific message.
   Press **RCL** repeatedly to scroll through the Subject, Sender and Recipient fields.

To delete a message:

- Press **FCT** while viewing the message.

Night Answer

To answer an external call while the system is in off-hours (Night Answer) mode:

1. Press **FCT**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **AnsNightBell**.
3. Press **SND**.
4. Speak to the caller.

Tag Call

Tag Call allows you to signal that you are the victim of a threatening or malicious call. Using the tag, your system administrator or telephone company can identify the source of the call and provide this information to appropriate personnel or authorities.

CAUTION: Tagging a non-malicious call may result in fines or other penalties.

To tag a malicious call:

1. Press FCT.
2. On the **Function** menu, use the scroll keys to display "Trans/Conf."
3. Press ① to select **Trans/Conf**.
4. Dial ***55**.
5. Press ①.

If the call was successfully tagged "Thank You" is shown on the display; otherwise, "Not Allowed" is displayed.

Note: Tag Call can be used on active two-party calls only. Calls on hold and conference calls cannot be tagged.

CUSTOMIZING YOUR PHONE

Access the features discussed in this section from the User Options Menu.

To view the User Options Menu:

1. Press **SND**.
2. Press the **MENU** key.
3. If not logged on to the phone, use the scroll keys (*<, >#) or the **Vol** buttons to select User Options, and then press **SND**.

To select a menu choice:

1. Use the scroll keys(*<, >#) or the **Vol** buttons to select a choice.
2. Press **SND**.

To cancel a menu selection:

- Press **END**.

Ringer Style

To change the ringing style:

1. Select *Phone Ring* from the *User Options* menu.
2. Select one of six different tones, the vibrator mode or the LED flashing mode.
3. Press **SND**.

To add vibration to the ringing style:

1. Select *Ring Vibrate* from the the *User Options* menu.
2. Press **SND** to display the current Ring Vibrate status, either **Enabled** or **Disabled**.
3. Select a different status.
4. Press **SND** to set the status.

Ringer Volume

To adjust the ringer volume while the phone is idle:

1. Select Ring Volume from the *User Options* menu.
2. Use the scroll keys(*<, >#) or the **Vol** buttons to adjust the volume from **L** (low) to **H** (high).
3. Press **SND**.

Earpiece Volume

This sets the volume for all calls. To set the volume for the current call only, see *Making and Answering Calls*.

To set the volume for all calls:

1. Select *Play Volume* from the *User Options* menu.
2. Use the scroll keys(*<, >#) or the **Vol** buttons to adjust the volume from **L** (low) to **H** (high).
3. Press **SND**.

Auto-Answer Ring

To set the auto-answer ring:

1. Select *AutoAns* Ring from *User Options* menu.
2. Select LED, vibrator, or a tone value from 1 to 6.
3. Press **SND**.

Display Contrast Control

To adjust the display contrast to suit the lighting conditions:

1. Choose *Contrast* from the *User Options* menu.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to adjust the contrast from **L** (low) to **H** (high).
3. Press **SND**.

Key Locking

This feature allows you to lock the keypad to prevent accidental Data Phone operation and unnecessary battery power consumption. Any incoming call automatically unlocks the keypad.

To lock the keypad:

1. Choose **Keypad Lock** from the **User Options** menu.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to enable or disable the feature.
3. Press **SND**.

To unlock the keypad:

- Press and hold **SND** until the phone status changes to idle.

ACD AGENT FEATURES

ACD (Automatic Call Distribution) is a method of routing large volumes of calls directly to a selected group of extensions (Agents). If your phone has been designated an ACD Agent, then the features described in this section are available to you.

ACD Agent Log in / Log out

ACD calls are directed to logged in Agents only. As an Agent, you are assigned a 1- to 7-digit identification number to log in with.

To log in or out:

1. Press **FCT**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **AgntLogInOut**.
3. Press **SND**.
4. At the prompt, enter your Agent ID number.
5. Press **SND**.

The phone displays the letter "A" when you are logged in.

ACD Agent Make Busy

If you need extra time to handle paperwork between calls, or if you must leave your phone unattended for a short period, you can place your phone in busy state. When your phone is in busy state, ACD calls are not directed to your set.

To place your phone in or take it out of busy state (the phone must be idle and logged in as an Agent):

1. Press **FCT**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **Make Busy**.
3. Press **SND** to display the current Make Busy status.
4. Press **SND** to change the status.

ACD Agent Work Timer

After ending an ACD call, you_ll be allowed a certain amount of time to complete the work generated by the call before another ACD call is directed to your phone.

WORK TIME appears in the display while the timer is counting down. You have the option of canceling the timer and accepting another call before the timer expires.

To cancel the after work timer from an idle phone:

1. Press **FCT**.
2. Use the scroll keys (*<, >#) or the **Vol** buttons to select **CnclWrkTimer**.
3. Press **SND**.

Your phone is now ready to receive another ACD call.

NOTE: If you make a call or answer a non-ACD call, the timer is automatically cancelled. Be prepared to answer another ACD call when the current one ends.

Call an ACD Agent

To call another ACD agent:

1. Dial the agent's ID number.
2. Press **SND**.

REGULATORY AND PATENT INFORMATION

Radio Frequency Interference Requirements:

This device has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the Federal Communications Commissions Rules and Regulation.These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. However, there is no guarantee that interference will not occur in a particular installation. If the equipment does cause harm-ful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

¥ Re-orient or relocate the receiving antenna.
¥ Increase the separation between the equipment and receiver.
¥ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
¥ Consult the dealer or an experienced radio/TV technician for help.

Radio Frequency Interference Requirements - Canada

This Class A digital apparatus meets the requirements of the Canadian Interference-Causing Equipment Regulations.

Applicable Directives:

Electromagnetic Compatibility Directive 89/336/EEC.
Low Voltage Directive 73/23/EEC.

Applicable Standards:

EN 55 022 - Limits and Methods of Measurement of Radio Interference Characteristics of Information technology Equipment
EN 50 082-1 - Electromagnetic Compatibility - Generic Immunity Standard, Part 1: Residential, commercial, Light Industry
IEC 801.2 - Electromagnetic Compatibility for Industrial Process Measurement and Control Equipment Part 2: Electrostatic. Discharge Requirements
IEC 801.3 - Electromagnetic Compatibility for Industrial Process Measurement and Control Equipment Part 3: Radiated Electromagnetic Field Requirements
IEC 801.4 - Electromagnetic Compatibility for Industrial Process Measurement and Control Equipment Part 4: Electrical Fast Transients Requirements
EN 60 950 + Amd 1 + Amd 2 - Safety of Information Technology Equipment Including Electrical Business Equipment

RF Devices

Symbol's RF products are designed to be compliant with the rules and regulations in the locations into which they are sold and will be labeled as required.The majority of Symbol's RF devices is type-approved and does not require the user to obtain license or authorization before using the equipment. Any changes or modifications to Symbol Technologies equipment not expressly approved by Symbol Technologies could void the user's authority to operate the equipment.

Patents

This product is covered by one or more of the following U.S. and foreign Patents:
U.S. Patent No.4,360,798; 4,369,361; 4,387,297; 4,460,120; 4,496,831; 4,593,186; 4,603,262; 4,607,156; 4,652,750; 4,673,805; 4,736,095; 4,758,717; 4,816,660; 4,845,350; 4,896,026; 4,897,532; 4,923,281; 4,933,538; 4,992,717; 5,015,833; 5,017,765; 5,021,641; 5,029,183; 5,047,617; 5,103,461; 5,113,445; 5,130,520 5,140,144; 5,142,550; 5,149,950; 5,157,687; 5,168,148; 5,168,149; 5,180,904; 5,229,591; 5,230,088; 5,235,167; 5,243,655; 5,247,162; 5,250,791; 5,250,792; 5,262,627; 5,262,628; 5,266,787; 5,278,398; 5,280,162; 5,280,163; 5,280,164; 5,280,498; 5,304,786; 5,304,788; 5,306,900; 5,321,246; 5,324,924; 5,337,361; 5,367,151; 5,373,148; 5,378,882; 5,396,053; 5,396,055; 5,399,846; 5,408,081; 5,410,139; 5,410,140; 5,412,198; 5,418,812; 5,420,411; 5,436,440; 5,444,231; 5,449,891; 5,449,893; 5,468,949; 5,471,042; 5,478,998; 5,479,000; 5,479,002; 5,479,441; 5,504,322; 5,519,577; 5,528,621; 5,532,469; 5,543,610; 5,545,889; 5,552,592; 5,578,810; 5,581,070; 5,589,679; 5,589,680; 5,608,202; 5,612,531; 5,619,028; 5,664,229; 5,668,803; 5,675,139; 5,693,929; 5,698,835; 5,705,800; 5,714,746; 5,723,851; 5,734,152; 5,734,153; 5,745,794; 5,754,587; 5,658,383; D305,885; D341,584; D344,501; D359,483; D362,453; D362,435; D363,700; D363,918; D370,478; D383,124; D391,250.
Invention No. 55,358; 62,539; 69,060; 69,187 (Taiwan); No. 1,601,796; 1,907,875; 1,955,269 (Japan).
European Patent 367,299; 414,281; 367,300; 367,298; UK 2,072,832; France 81/03938; Italy 1,138,713.
rev. 7/98